



[REDACTED]
[REDACTED]
21 September 2014

Dr Peter Boxall

Chairman

IPART

PO Box Q290

QVB Post Office NSW 1230

Dear Sir

IPART REVIEW OF NSW TRUSTEE AND GUARDIAN

As a will client of NSW Trustee and Guardian I am writing in response to IPART's draft review. I wish to express my concern that the IPART report is negatively biased against NSW Trustee and Guardian. It seems to exaggerate complaints made that NSW Trustee and Guardian's fees are never properly explained. I state that my experience is the exact opposite. I have had everything explained to me to my satisfaction. I have no worries about my estate being administered in a professional and competent manner by NSW Trustee and Guardian.

IPART has recommended that NSW Trustee and Guardian should run a trial project of charging clients for making a will. I find the recommendation to be unsound and would be counter-productive for NSW Trustee and Guardian to start charging for a will. Doing this would make it less attractive to prospective clients and it would make me hesitate to revise a will knowing that I will be charged more money than is necessary because the commission NSW Trustee and Guardian will collect is more than enough.

I believe that IPART in its review is beholden to an economic agenda that is driven by the State Government and NSW Treasury. My concern is that behind the scenes that the Government will wash its hands in properly funding NSW Trustee and Guardian. The Government's Draconian intent to leave NSW Trustee and Guardian high and dry will in the long run create social circumstances where both the elderly and the disabled will be abused and exploited because of a reductionist economics agenda.

Yours faithfully,

[REDACTED]

Christine Johnson